




MassHealth
Transportation Bulletin 16
June 2016

TO: Transportation Providers Participating in MassHealth

FROM: Daniel Tsai, Assistant Secretary for MassHealth 

RE: ***Transportation Manual (Revised Medical Necessity Form and Criminal Offender Record Information (CORI) Reminder)***

Medical Necessity Form (MNF)

Effective July 1, 2016, only properly completed MassHealth-issued Medical Necessity Forms (MNFs) will constitute valid authorization for:

- 1. non-emergency wheelchair van transportation provided to MassHealth members who reside in institutional settings;**
- 2. non-emergency wheelchair van transportation provided to MassHealth members who reside in the community and need mobility assistance from transportation provider personnel to exit their residences or to move from their residences to the vehicle; and**
- 3. non-emergency ambulance transportation provided to any MassHealth member, regardless of where the member resides.**

MassHealth is issuing a new MNF used to authorize non-emergency medical transportation for MassHealth members. This new MNF is required to authorize all non-emergency medical transportation covered by MassHealth on a fee-for-service basis. MassHealth covers only three types of non-emergency medical transportation covered by MassHealth on a fee-for-service basis: (1) wheelchair van transportation provided to MassHealth members who reside in institutional settings; (2) wheelchair van transportation provided to MassHealth members who reside in the community and need mobility assistance from transportation provider personnel to exit their residences or to move from their residences to the vehicle; and (3) non-emergency ambulance transportation provided to any MassHealth member, regardless of where the member resides. Neither previous MassHealth forms nor forms created by transportation providers will be considered valid authorization for such transportation.

The revised MNF provides a uniform format that will allow all MassHealth transportation providers to accurately enter the required information including the member's name and MassHealth number; the destination where services will be provided; and the physical condition of the member requiring the type of transportation requested. The MNF also offers explicit instructions about which providers are authorized to request transportation and how to obtain the requesting provider's signature.

[The MNF is available online.](#)

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Pursuant to 130 CMR 407.421(D)(3)(b), transportation providers are responsible for the completeness of MNFs and must maintain completed MNFs as records for six years from the date of service. Pursuant to 130 CMR 450.204(B), MassHealth providers must make records documenting medical necessity, such as MNFs, available to the MassHealth agency upon request. MassHealth may request that a transportation provider submit MNFs for review to ensure that, among other things, the service was provided and the form was completed appropriately. MNFs requested by MassHealth must be submitted within two business days. If requested MNFs are not received within 48 hours or are incomplete, the associated claims will be denied. Providers must fax requested MNFs to the MassHealth Program Integrity Unit at 617-847-1245.

Criminal Offender Record Information (CORI)

In accordance with 130 CMR 407.405, all transportation providers must ensure that before having any contact with a MassHealth member, drivers and attendants undergo a Criminal Offender Record Information (CORI) check. Documentation of the CORI check must remain on file at the transportation provider's place of business and a new check for each driver and attendant must be conducted annually thereafter.

Questions

If you have any questions about the information in this bulletin, please contact the MassHealth Customer Service Center at 1-800-841-2900, e-mail your inquiry to providersupport@mahealth.net, or fax your inquiry to 617-988-8974.